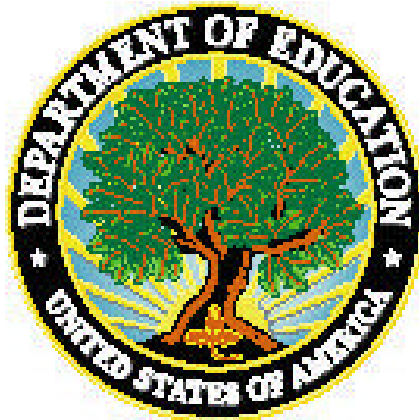


SFA Modernization Partner Project LEGACY CONTRACT TRANSITION PLAN

Post-secondary Education Participants System (PEPS)



Part 2 Product and Services Release Plan Initiatives Affecting PEPS

Source Selection Information – See FAR 3.104

Andersen Consulting, as the Modernization Partner, has identified 23 initiatives that they recommend SFA execute over the next 2-3 years. However, based on past experience, the time lines set out for research, development, and implementation of these initiatives appears to be very optimistic in respect to PEPS. Efforts to obtain requirements from the postsecondary participants which use PEPS have taken one year in the past. This is because Regional School Channel offices and OIG's, State Department's of Education, State Licensors, Regional and State Accreditors, State Guarantors, lenders, and servicers, and headquarters Education in-puts must be captured for requirements to be complete.

Of these 23 recommended Modernization Partner initiatives, the following have been identified as those effecting PEPS.

Enhanced Monitoring of External Entities - Schools

Benefits/Outcome:

- Facilitate faster partner participation by efficiently and accurately executing eligibility determination and certification processes.
- Allow the reduction of program costs and continual compliance with statutory participation requirements by identifying and discontinuing ineligible schools.

Timetable:

No timetable has yet been established for this initiative.

Effects on PEPS:

Implementation of this initiative would expand the information currently contained in PEPS, to include information kept in the following currently independent systems –

- Risk Assessment System
- Case Management Information System
- Cohort Default Rate Management System

Cross Channel Enabling Technology/Infrastructure - Data Warehouse

Description:

Today data is fragmented and stored in many places. A robust data warehouse will provide the ability for collecting, analyzing, and using information to better understand the who, what and how of federal Title IV programs. Make it easier to retrieve school and student data and use it for any kind of analysis.

Benefits/Outcome:

Source Selection Information – See FAR 3.104

Source Selection Information – See FAR 3.104

- Eliminate redundancies
- Provide easy access to stored data
- Improve data integrity
- Increase efficiency for retrieving information

Business Objectives:

Increase understanding the who, what and how of federal Title IV programs while allowing better and easier access to that information. Improve the data integrity problems and reduce lengthy data reconciliation efforts. Reduce data redundancy.

Timetable:

Requirements Analysis and Design is planned for March 2000 through July 2000. Management Decision Required to Continue is schedule for July 31, 2000. Development and Implementation of the system is scheduled for August 2000 through August 2001.

Effects on PEPS:

Because PEPS is a client-server relational database system that is SFA's management information system concerning the entities which participate in the Title IV programs, the implementation of this initiative will have a major impact on PEPS.

Cross Channel Enabling Technology/Infrastructure - Enterprise Integration (Integration Architecture Services)

Description:

Technology solutions will be developed to enable the business units to build and deploy new systems and processes in an integrated and efficient manner.

Benefits/Outcome :

- Delivery of more useful and convenient packages of information
- Improved customer service through enterprise focus
- Reduce unit costs
- Improved Enhanced customer relationship management

Business Objectives:

To design and implement enterprise technology capabilities that simplify, speed, and enhance the deployment of business solutions

Timetable:

Source Selection Information – See FAR 3.104

Source Selection Information – See FAR 3.104

Requirements Analysis and Design is planned for March 2000 through June 2000. Management Decision Required to Continue is scheduled for June 31, 2000. Development and Implementation of the system is scheduled for July 2000 through September 2001.

Affects on PEPS:

Because PEPS is a client-server relational database system that is SFA's management information system concerning the entities which participate in the Title IV programs, the implementation of this initiative will have a major impact on PEPS.

Source Selection Information – See FAR 3.104

Cross Channel Enabling Technology/Infrastructure - Advanced Call Center Relationship Management

Description:

This initiative is designed to improve customer satisfaction by proactively seeking customers' input, and "reaching out" to train and assist them with all SFA-related concerns. This initiative includes the consolidation of multiple call center capabilities to provide "one-call-does-it-all" functionality for customers.

Benefits/Outcome :

- Single (800) number access
- Enhanced Customer Service
- Possibility of reduced costs associated with economies of scale
- Additional volume resulting from increased efficiency

Business Objectives:

To provide a single Customer Service point of contact for all SFA customers/borrowers.

Timetable:

Requirements Analysis and Design is planned for February 2000 through May 2000. Management Decision Required to Continue is scheduled for May 31, 2000. Development and Implementation of the system is scheduled for June 2000 through June 2001.

Affects on PEPS:

Because PEPS is a client-server relational database system that is SFA's management information system concerning the entities which participate in the Title IV programs, the implementation of this initiative will have a major impact on PEPS.

Single Identifier PIN)

Description:

Design a uniform single identifying data element for each customer entity for each customer entity in SFA's system including students, schools and financial partners. Includes the use of PIN logic as a form of identification.

Benefits/Outcome :

- Enhanced customer service
- Enhanced reporting across all programs

Source Selection Information – See FAR 3.104

Source Selection Information – See FAR 3.104

- Provides a single point of interface for receiving student aid data and payment history for Federal loans

Business Objectives:

To develop a uniform means of identifying borrowers, schools and lenders across the various portfolios and systems sponsored by the Department of Education.

Timetable:

Requirements Analysis and Design is planned for October 2000 through January 2001. Management Decision Required to Continue is schedule for January 31, 2001. Development and Implementation of the system is scheduled for February 2001 through September 2001.

Effects on PEPS:

The Single Identifier for Each Entity initiative will effect Enterprise Architecture for Integration and Data Warehousing. Because PEPS is a client-server relational database system that is SFA's management information system concerning the entities which participate in the Title IV programs, the implementation of this initiative will have a major impact on PEPS.

Cross Channel Enabling Technology/Infrastructure - Information Security

Description:

Creating a security system infrastructure and standardization. this includes policies, procedures, and infrastructure setup.

Benefits/Outcome:

- Reduced unit cost
- More secure information
- More reliable information assurance

Business Objectives:

Provide for data integrity and standard processes and procedures that can be used to insure sensitive information is protected.

Source Selection Information – See FAR 3.104

Source Selection Information – See FAR 3.104

Timetable:

Requirements Analysis and Design is planned for May 2000 through July 2000. Management Decision Required to Continue is schedule for July 31, 2000. Development and Implementation of the system is scheduled for August 2000 through June 2001.

Affects on PEPS:

Because PEPS is a client-server relational database system that is SFA's management information system concerning the entities which participate in the Title IV programs, the implementation of this initiative will have a major impact on PEPS.

Financial Management Transformation - Financial Management System (FMS) - Phase III (Full Program Functionality)

Description:

Integrate/interface with existing or reengineered production systems to create a fully functional financial management system to manage the flow of financial information across all SFA information systems, and analyze the financial impact of this conversion.

Benefits/Outcome:

- Maintain all Department of Education related financial data and related decision making criteria on a single FMS
- Improve the time to apply for aid
- Reduce costs through use of technology
- Improve employees access to accurate data for making decisions.

Business Objectives:

Provide better standard management tracking and reporting for the overall SFA program. Allows preparation of financial statements, monthly reports, and independent reconciliations. Provide standard SFA general ledger with all programs included.

Timetable:

Requirements Analysis and Design is planned for July 2000 through November 2000. Management Decision Required to Continue is schedule for November 30, 2000. Development and Implementation of the system is scheduled for December 2000 through September 2001.

Source Selection Information – See FAR 3.104

Source Selection Information – See FAR 3.104

Affects on PEPS:

Because PEPS is a client-server relational database system that is SFA's management information system concerning the entities which participate in the Title IV programs, the implementation of this initiative will have a major impact on PEPS.

Web Portals for Schools

Description:

This Initiative contains two project. The first, Conversion/Migration deals with developing a prototype and Version 1.0 of IFAP that has links to SFATech and SFADownload. The second project, Common Origination and Disbursement, will create a common business process for aid origination and disbursement. It involves testing middleware and an initial pilot program.

Benefits/Outcome:

- Eliminate duplicate reporting
- Lower unit costs originate and disburse Pell grants and direct loans
- Lower costs for schools to administer student aid programs

Business Objectives:

To improve efficiency and effectiveness of reporting, processing, and administering student aid programs and provide just-in-time funding for schools. To improve customer satisfaction, employee satisfaction, and reduce overall costs through this initiatives and its projects.

Timetable:

This initiative contains two projects (IFAP) conversion/migration and common origination and disbursement) that will begin development and implementation on the first one March 2000, with final implementation for both projects being completed Jun 2002.

Affects on PEPS:

Because PEPS is a client-server relational database system that is SFA's management information system concerning the entities which participate in the Title IV programs, the implementation of this initiative will have a major impact on PEPS.

Source Selection Information – See FAR 3.104